



Financial Systems

DATE: January 22, 2008

AREA: Financials – All Areas

TOPIC: **Limited Production Modifications to PeopleSoft Financials During the 9.0 Upgrade Project**

EFFECTIVE: January 22, 2008

MESSAGE:

As mentioned in SAO's January 2008 newsletter, the PeopleSoft Financials 9.0 Upgrade project is well underway.

In an effort to continue the upgrade project in a manner which will allow for a smooth transition from 8.8 to 9.0, effective **Tuesday, January 22, 2008** we will defer working on any **“low”** or **“medium”** issues that require modifications to the Financials system. Only issues that are classified as **“high”** or **“urgent”** priority will be addressed and implemented into the system during the upgrade. This deferral will continue until **September 2008** when the upgrade is complete.

Why use this approach? During an upgrade, it is a widely accepted best practice that changes in the system be minimized as much as possible. Therefore, the system can be fairly stable while all of our financial programs, queries, reports, etc. are being tested and confirmed in the new 9.0 environment.

Will SAO continue to provide Help Desk Support? Yes! In addition to the “high” or “urgent” priority modifications defined above, during the upgrade, we will continue to provide **Help Desk support** for the **Financials** and **Human Capital Management (HCM)** system.

Will SAO continue to provide system modification support for HCM and Maximo since they are not Financials systems? Yes! Since the HCM and Maximo systems are separate from the Financials system, we will be able to continue to provide program

development / modification as needed for both HCM and Maximo. However, please keep in mind that support requests will continue to be prioritized for these systems as well.

Who determines if a request receives a “high” or “urgent” priority? Generally, issues will be determined to be “high” or “urgent” priorities if the ability to continue to process transactions is at risk, or if the system goes down. We want the state to be able to continue to do business, so issues that prevent the state’s ability to conduct business will be classified as “high” or “urgent” and will be addressed during the upgrade.

Thank you for your continued support!!

ACTION:

N/A

ADDITIONAL INFORMATION/RESOURCES:

N/A

QUESTIONS:

Financials Systems Help Desk
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888-896-7771
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